Andersen Consulting

Change History Log:

November 2nd, 2000   **In Response Reply to: 01EDU0079S**
Department Of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

Subject: Contract # ED-99-DO-0002
Task Order # 34 SFA Intranet Applications Operations (BPM)
Deliverable 34.1.4: Intranet Applications Operations Tools

Dear Ms. Seifert:

Enclosed is the Intranet Applications Operations Tools document that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

Deliverable 34.1.4: Intranet Applications Operations Tools					
Suggested Changes/Comments	**Page**	**Author**	**Date**	**Change Made Y/N**	**Comment**
There should be an internal review of combined deliverables that are associated/integrated with each other. There are too many inconsistencies across the deliverables.	All	Cheryl Queen	October 26, 2000	Y	An internal QA review of all documents was performed.
It is not clear what the deliverable numbers are for each deliverable.	All	Cheryl Queen	October 26, 2000	Y	All deliverables were titled with the name exactly as it appears on the task order and headers were inserted that reflect the deliverable and title.
Define the term 'user' in these deliverables.	N/A	Cheryl Queen	October 26, 2000	N	The term "user" was defined and used consistently throughout all deliverables.
The process for identifying a request over 80 hours is not defined.	N/A	Cheryl Queen	October 26, 2000	N	Text was added to clarify process in 34.1.1.
Ensure that this deliverable is synchronized with the other 2 deliverables.	All	Cheryl Queen	October 26, 2000	Y	
Resolution process is not defined and it is critical to the Service Levels		Cheryl Queen	October 26, 2000	Y	This was incorporated by adding a section for Resolution.
Add screen layout of tool into this deliverable	3-4	Cheryl Queen	October 26, 2000	Y	

Deliverable 34.1.4: Intranet Applications Operations Tools					
Suggested Changes/Comments	**Page**	**Author**	**Date**	**Change Made Y/N**	**Comment**
Split out the dB record into, at a minimum, 2 records. One for requests and one for resolution	5-6	Cheryl Queen	October 26, 2000	Y	
The following fields should be required in order to capture your metrics: Priority should be required Resolution should be required Effort Hours should be required Closed Date should be required Assigned To should be required	5-6	Cheryl Queen	October 26, 2000	N Y N Y Y	Per Discussion with Cheryl. Per Discussion with Cheryl.
How is the term 'kiosk' being used?	8	Cheryl Queen	October 26, 2000	Y	Term "kiosk" was removed.
Is the tool a local tool on an Anderson laptop?	N/A	Cheryl Queen	October 26, 2000	Y	No. It resides on a shared ED-LAN drive. A clarification was added on page 6.
Add a reporting requirement to section 3.0	8	Cheryl Queen	October 26, 2000	Y	Added Requirement to section 2.2 App. 4
I don't agree with assumption #3. Reporting requirements can be determined based on data and metrics and the startup menu has defined 3 reports.	8	Cheryl Queen	October 26, 2000	Y	It was removed.
Remove names from IFAP column and reference the business unit	9	Cheryl Queen	October 26, 2000	Y	
Add reference to the business unit for Siebel		Cheryl Queen	October 26, 2000	Y	
Add how many licenses the ~$3K for AHD will buy	9	Cheryl Queen	October 26, 2000	Y	Cost per license specified.
What does 'various' means in the connectivity row?	9	Cheryl Queen	October 26, 2000	Y	Term Replaced.
Application Management Request Tracking Database Deliverable: Ensure that this deliverable is synchronized with the other 2 deliverables.	All	Cheryl Queen	October 26, 2000	Y	
Assignment group is not required in dB, so how will you display request?	N/A	Cheryl Queen	October 26, 2000	N	Per discussion with Cheryl. Db meets current needs. No changes necessary.
Why do you have the dB maintenance functionality on the main menu? Shouldn't this be a maintenance function with limited access?		Cheryl Queen	October 26, 2000	N	Per discussion with Cheryl. Db meets current needs. No changes necessary.

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The icons used for the tool are not industry standard		Cheryl Queen	October 26, 2000	N	Per discussion with Cheryl. Db meets current needs. No changes necessary.
Revisit 4.3.3 in terms of the sort sequence. You may want to split it out into 2 sorts.		Cheryl Queen	October 26, 2000	N	Discussed 10/30. 4.3.3 removed from deliverable.